



[OMB Control No. 3090-0297; Docket No. 2022-0001; Sequence No. 2]

**Submission for OMB Review; Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery**

AGENCY: General Services Administration (GSA).

ACTION: Notice of request for an extension to an existing
OMB clearance.

SUMMARY: Under the provisions of the Paperwork Reduction
Act, the Regulatory Secretariat Division will be submitting
to the Office of Management and Budget (OMB) a request to
review and approve an extension of a previously approved
information collection requirement regarding the Generic
Clearance for the Collection of Qualitative Feedback on
Agency Service Delivery.

DATES: Submit comments on or before **[Insert date 30 days
after date of publication in the *Federal Register*]**.

ADDRESSES: Written comments and recommendations for this
information collection should be sent within 30 days of
publication of this notice to

www.reginfo.gov/public/do/PRAMain. Find this particular
information collection by selecting "Currently under Review
- Open for Public Comments" or by using the search
function.

FOR FURTHER INFORMATION CONTACT: Ms. Camille Tucker, Office
of Customer Experience, GSA, at 202-603-2666, or via email
at *customer.experience@gsa.gov*.

SUPPLEMENTARY INFORMATION:

A. Purpose

The information collection activity will garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study.

This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as

monitoring trends over time or documenting program performance.

Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior fielding the study.

Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results. The Digital Government Strategy released by the White House in May, 2012 drives agencies to have a more customer-centric focus. Because of this, GSA anticipates an increase in requests to use this generic clearance, as the plan states that: a customer-centric principle charges us to do several things: conduct research to understand the customer's business, needs and desires; "make content more broadly available and accessible and present it through multiple channels in a program-and device-agnostic way; make content more accurate and understandable by maintaining plain language and

content freshness standards; and offer easy paths for feedback to ensure we continually improve service delivery.

The customer-centric principle holds true whether our customers are internal (e.g., the civilian and military federal workforce in both classified and unclassified environments) or external (e.g., individual citizens, businesses, research organizations, and state, local, and tribal governments)."

B. Annual Reporting Burden

Respondents: 500,000.

Responses per Respondent: 1.

Total Annual Responses: 500,000.

Hours per response: 60.446 minutes.

Total Burden hours: 32,970.72

C. Public Comments

A 60-day notice published in the *Federal Register* at 87 FR 14532 on March 15, 2022. No comments were received.

OBTAINING COPIES OF PROPOSALS: Requesters may obtain a copy of the information collection documents from the GSA Regulatory Secretariat Division, by calling 202-501-4755 or emailing GSARegSec@gsa.gov. Please cite OMB Control No. 3090-0297, Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery, in all correspondence.

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Billing Code: 6820-34

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